

Department of the Army  
Headquarters, U.S. Army  
Operations Support Command  
1 Rock Island Arsenal  
Rock Island, IL 61299-6000

\*OSC Regulation 525-1

2 Feb 2001

Military Operations

OSC OPERATIONS CENTER, ACTIVATION,  
AUGMENTATION, AND OPERATION

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Applicability. This regulation applies to all Headquarters, U.S. Army Operations Support Command (HQ OSC) elements, including Field Support Command (FSC), Munitions and Armaments Command (MAC), OSC subordinate activities/installations and liaison offices of OSC, and all personnel requiring access to the Operations Center.

Decentralized Printing. All OSC installations are authorized to locally reproduce this regulation.

Supplementation. OSC installations may not supplement this regulation or establish local forms without prior approval from the proponent.

Proponent. The Operations Center Team is the proponent of this regulation. Users are invited to send comments and suggested improvements to HQ OSC, ATTN: AMSOS-RSO, 1 Rock Island Arsenal, Rock Island, IL 61299-6000, e-mail [amsos-rso@osc.army.mil](mailto:amsos-rso@osc.army.mil).

Distribution. The proponent determines distribution (available electronically at <http://www.osc.army.mil/im/rcdsmgt/pubs.htm>).

Supersession Notice. \*This regulation supersedes IOCR 525-1, 29 Dec 99.

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FOR THE COMMANDER:

Official:

//signed//  
ROBERT A. BENSON  
Colonel, GS  
Chief of Staff

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1. Purpose. This regulation defines responsibilities and procedures for activating, staffing, operating, and maintaining the OSC Operations Center in a state of readiness.

2. References.

a. AMC-R 525-1, Military Operations, Command Logistics Operations Center (C-LOC) Activation, Augmentation, and Operations.

b. AR 690-990-2, Civilian Personnel Hours of Duty, Pay and Leave

3. Explanation of Terms.

a. Acronyms.

AGCCS....Army Global Command and Control System  
 AJ.....Action Journal  
 AMC.....U.S. Army Materiel Command  
 CG.....Commanding General  
 CJCS....Chairman, Joint Chiefs of Staff  
 DEFCON...Defense Readiness Condition  
 OSC.....Operations Support Command  
 FSC.....Field Support Command  
 MAC.....Munitions and Armaments Command  
 MOBLVL...Mobilization Level  
 OC.....Operations Center  
 SITREP...Situation Report

b. Terms. The OC is a strictly limited-access area (class B vault) that, in emergency and special situations, serves as the command and control center for all applicable activities of the OSC. Discussions of SECRET information may occur anywhere in the OC. Activity involving TOP SECRET material may take place only within the TOP SECRET area of the OC. The Operations Center Team

(AMSOS-RSO) maintains the OSC OC in a constant state of readiness at Rock Island Arsenal, building 350, 2d floor, room 282, south bay. Under emergency, special, and exercise situations, the OC uses augmentee and organizational representation from the major staff elements of HQ OSC, FSC, and MAC as detailed at Appendix A. The office symbol for the activated OC is AMSOS-OC.

#### 4. Responsibilities.

##### a. The Chief of the OC will:

- (1) Staff all shifts adequately with qualified personnel.
- (2) Ensure all functional activities provide their required support personnel.
- (3) Ensure all functional activities follow established procedures.
- (4) Approve and ensure the distribution of the daily SITREP.
- (5) Approve and sign outgoing correspondence after review and acceptance by the Shift Leader.
- (6) Assure the OC staff and functional elements have the necessary tools/equipment to perform their missions.
- (7) Enforce and maintain OC security.
- (8) Provide a secure area for conduct of operations requiring classified information up to and including TOP SECRET.
- (9) Provide a central workspace (with 24-hour capability) for operations in support of emergency, special, and exercise situations, enabling effective face-to-face coordination during any emergency, whether real or simulated.
- (10) Initiate, monitor, and evaluate actions by OC, during alert and execution of AMC logistics plans, emergency plans, and participation in emergencies/exercises.
- (11) Maintain a network with operations centers of higher, lateral, and subordinate installations and agencies, as required.

(12) Provide training for the augmentation staff on OC procedures to ensure mission requirements are achieved.

(13) Implement DEFCON MOBLVL changes.

b. The Shift Leader will:

(1) Ensure dissemination and tracking of all taskers (from AMC, the OSC Command Group, etc.). This includes, but is not limited to, determining the proper functional area and assigning the appropriate action office for each tasker.

(2) Support all functionals with direction, guidance, general information, and typing support.

(3) Instruct augmentee personnel on their specific duties and the standard procedures used in the OC during emergency activation.

(4) In the absence of the Chief of the OC, sign outgoing correspondence once reviewed and accepted by the analyst(s).

(5) Enforce security regulations and procedures.

(6) Ensure the preparation and distribution of the daily SITREP.

c. The Analyst will:

(1) Analyze content of messages to determine appropriate designation [ACTION/INFO/RESPONSE/LEAN FORWARD] and assign suspense dates.

(2) Determine the HQ element(s) responsible for performing the action and/or those elements that should receive it as a "Lean Forward" or Information.

d. The Operations Officer/Commander's Representative (CR) will:

(1) Represent the Command Group during activation.

(2) Report directly to the Chief of the OC or, in his/her absence, to the Shift Leader on duty.

(3) As the military representative in the OC, provide necessary military expertise, experience, and advice.

(4) Ensure the appropriate functional elements brief or provide briefing input as required.

(5) Prepare/give daily or "as required" briefings.

(6) Ensure all Command Group taskings are completed.

(7) Submit daily SITREP and chronology input to the OC Shift Leader.

(8) Be knowledgeable in all aspects of the current operation and keep the Command Group informed, as required.

(9) Keep the Chief of the OC and the appropriate Shift Leader apprised of all critical message/tasker information received directly by the OC.

e. The Organization Representatives (as a minimum from AMSOS-HR, AMSOS-SC, AMSOS-RST, AMSOS-RM, FSC, MAC, SMARI-AP, and Reserve Components) will:

(1) Report directly to the Chief of the OC or, in his/her absence, to the Shift Leader on duty.

(2) Provide necessary expertise, experience, and advice related to the mission.

(3) Ensure all Command Group taskings are completed.

(4) Be knowledgeable of all technical aspects of their functional areas.

(5) Be physically located in the OC.

(6) Functional representatives will bring the laptop computers issued to them by the OC. The laptops will be used as the first shift functional representatives primary computer. This will ensure that essential software/files are current and available to support the mission.

f. Center/Team Chiefs will:

(1) Validate and provide the OC with a roster of all personnel in their centers by name and phone number in the OC roster database.

(2) Validate and provide a roster of OC Augmentees by name and phone number in the OC roster database.

(3) Validate and provide a roster of OC Organization Representatives by name and phone number in the OC roster database.

## 5. Policies.

a. The OC provides the OSC CG with emergency operations capability and facilities to direct and execute activities of the command during actual or simulated emergencies and other special projects.

b. The OC activates when directed by the AMC CG or his designated representative, the OSC Command Group, or the Chief of the Operations Center Team. When activation occurs, the Chief of the OC (depending upon the nature and scope of the particular operation) assigns the OC staff to cover all three shifts. These individuals must have a TOP SECRET clearance and be a custodian on all the safes in the OC. One individual meeting both of these criteria must be in the OC at all times to comply with applicable security regulations and HQ OSC guidance. These individuals will serve as Shift Leaders and/or Senior Analysts. Appendix A details augmentation for each shift.

c. The Chief of the OC has the authority to take all actions necessary to provide the command and control appropriate to a specific operation/exercise, including requesting additional augmentees to those listed in Appendix A.

d. Deactivation of the OC occurs when the situation requires less intensive command and control. At this time, some or all augmentees are released to their regular schedules and positions. The OC deactivates by the direction of the HQ AMC, OSC Command Group or the Chief of the OC. The Chief of the OC monitors and directs follow up actions.

## 6. Procedures.

### a. Activation.

(1) The OC activates based on a telephone, message or verbal notification/directive from AMC, OSC Command Group, or the Chief of the OC.

(2) During activation, the augmented OC is normally a multi-shift, 24-hour-a-day, 7-day-a-week operation.

(3) Appendix A outlines augmentees, organizational, and additional support staff personnel assignments to the OC.

(a) Assigned personnel are to report directly to the OC within 1 to 24 hours of notification, as the situation dictates.

(b) Augmentees are relieved from their normal duty assignments by their functional supervisors while assigned to the OC. Should the length of the emergency warrant, the augmentee's normal duty organization will prepare the necessary documentation "officially detailing" the augmentees to the OC on a temporary basis. Should the crisis situation terminate before the formal detail ends, the Chief of the OC can allow augmentee personnel to return to their home offices immediately.

(c) Organizational representatives remain under the control of their functional supervisors, while providing direct support to the OC, by working at a desk in the OC.

(4) If an individual assigned as an augmentee to the OC cannot perform the required duties, for any reason, the Chief of the OC may direct that individual to return to his/her functional area. That same functional area must then provide a replacement immediately to fill the position.

b. Operating Procedures. The OC directly receives all correspondence message traffic related to the emergency/exercise, and is responsible for tasking or providing information or "lean forward" copies to the applicable functionals. The Message Tracker Program is used to track all documents related to the emergency/exercise. Every document, whether it is for action, information, a response, or a "lean forward" will be logged in the Message Tracker Program and a hard copy placed in an Action Journal (AJ) book. The OC staff will train augmentees on using this AJ system.

c. Release from OC duties will be only in cases of an emergency, and only upon approval by the Chief of the OC. Replacements are to report to the OC prior to release of assigned personnel. In such cases, appropriate replacement is the responsibility of the organization requesting the release.

d. Deactivation. When the situation warrants, the Chief of the OC will release all or part of the augmentation staff. This may occur even though the OC is still officially activated. The OC will deactivate upon direction from AMC CG, or his designated representative, the OSC Command Group, or the Chief of the OC. Upon deactivation, the Chief of the OC will send a deactivation message to all Major Subordinate Commands, and all OSC subordinates.

## Appendix A

## Organization and Staffing

1. This appendix identifies staff representation for the OC during periods of activation. The OSC organizations listed in the "source" column will submit, in writing, a minimum of a primary and alternate name, office, and home phone number for each position.

The selection of source organization is based on workload/mission under times of emergency and authorized spaces as provided by AMSOS-RM. The OC provides detailed requirements and duties.

<u>OC STAFF POSITION</u>	<u>SOURCE FOR SHIFTS</u>		
	<u>1<sup>st</sup></u>	<u>2d</u>	<u>3d</u>
Chief of Operations Center	RSO		
Shift Leader	RSO	RSO	RSO
Analysts/Alternate Shift Leaders	RSO	RSO	
Analysts (up to 3 per shift based on workload)	MAC	BR	FSC
	MAC	FSC	MAC
	RM	MAC	FSC
Chief Administration/Secretary	RS		
Control Clerk/Typist	MAC	CC	HR
Repro/Distribution Clerks (up to 2 per shift based on workload)	CC	IM	MAC
	MAC	FSC	
Computer Operators/Radio Data Clerks	MAC	RM	SF
Army Global Command and Control System (AGCCS) Operators	MAC	MAC	RSO
Operations Officer/Commander's Rep	*HR	*HR	
Operations NCO	*HR		
Briefing Assistant	MAC	SA	



## Appendix A (continued)

ORGANIZATIONAL SUPPORT STAFF POSITIONS	SOURCE FOR SHIFTS		
	1 <sup>st</sup>	2d	3d
Organization Represen- tatives (up to 1 per shift based on workload)	HR	HR	HR
	RST	RST	RST
	RM	RM	RM
	MAC	MAC	MAC
	SC	SC	SC
	FSC	FSC	FSC
	SMARI-AP	SMARI-AP	SMARI-AP
	AR/NG	AR/NG	AR/NG
ADDITIONAL SUPPORT			
STAFF POSITIONS			
Security Guards	RSO (0600-1800)		
Telephone Operators	SMARI-IMO-TO	SMARI-IMO-TO	SMARI-IMO-TO

\* NOTE: AMSOS-HRM will provide military personnel from various HQ elements. Under full MOB, OPS CTR MOBTDA contains a requirement for two 0-4, MOS: 90A, and one E-7, MOS: 55B Mobilization Augmentees.

2. Shift Leader positions rotate as much as possible among AMSOS-RSO personnel (see paragraph 1a). Under activation, the Chief of the OC will develop a shift schedule for each 2-week pay period. This schedule will provide 2 consecutive days off for the Shift Leaders (unless overtime is authorized).

3. Augmentee personnel work their regular tours of duty giving them 2 consecutive days off (unless overtime is authorized). However, because the OC must be open 24 hours a day, 7 days a week, these 2 days may or may not fall on a weekend. Alternate work schedules (AWS) and 4-10 hour day shifts are authorized while assigned to the OC.

4. Shift Leaders require TOP SECRET clearances; all other OC positions require a SECRET clearance.

5. To lighten the burden of organizations providing 2d and 3d shift augmentees, these shift responsibilities rotate if the contingency becomes long-term and exceeds the length of a temporary detail (120 days).

## Appendix B

## Civilian Pay and Funding

1. Civilian personnel assigned to the OC for shifts outside their normal tours of duty are assigned on an overtime basis during the first 24 hours of an operation. Subsequent tours of duty after activation are considered normal tours of duty. Upon notice of an impending crisis or exercise, the OC attempts to provide 2 weeks advance notice by establishing appropriate tours of duty, as required by AR 690-990-2. The OSC CG will make exception to the advance notice requirements if circumstances preclude compliance. The OC will notify augmentees of payroll reporting codes to use during tours of duty while personnel are assigned to the OC.

2. Under multi-shift operations, personnel assigned to the OC will normally operate on three 8-hour shifts (with a lunch period of 15 minutes on-the-job, at the site) as follows:

<u>SHIFT</u>	<u>HOURS</u>
First	0600-1400
Second	1400-2200
Third	2200-0600

(Note: Emergency workload levels could require overlapping shifts on a scheduled paid overtime basis as need arises.)

3. Rates of Pay.

a. AR 690-990-2 prescribes rates of premium pay (overtime, night differential, and holiday, etc.).

b. The tour of duty assigned to all OC personnel is considered their normal scheduled duty tour when comprised of five 8-hour days with 2 consecutive days off. Scheduled work beyond 8 hours a day is paid overtime or compensatory time off.

4. Salary for all hours for augmentees is provided by the functional areas. If available, overtime to support CJCS exercises is paid from designated exercise funds.